

Contact Information

**Aetna Small Group Brokers,
General Agents and Clients**

**Alabama, Arkansas,
Florida, Louisiana,
Mississippi,
North Carolina,
South Carolina
and Tennessee**

BROKER SERVICES

1-888-422-2128

1-800-793-2304 (fax)

**Choose the following numbers,
when prompted, to access the
information you need.**

1. Claims Questions
2. Billing or Eligibility
3. Products and Services
4. Underwriting or Rating Department
5. Sales Support (broker liaisons, supply requests, and other questions)
6. Licensing and Appointments or Commissions

New Business Quoting

**ProducerWorld>SmallGroupBusiness>
Quoting**

SESG@aetna.com

1-800-704-1260 (fax)

New and Renewal Business Case Submission

Aetna New Business Underwriting
841 Prudential Drive, F602
Jacksonville, FL 32207

Aetna Small Group Renewal
841 Prudential Drive, F390
Jacksonville, FL 32207

E-mail Addresses and/or Fax Numbers

Supplies:

SESalesSupport@aetna.com

Prescreen Requests:

SEPrescreen@aetna.com
or 1-888-648-5015 (fax)

Renewals:

SEUSAs@aetna.com

E.Technical Assistance Line

**1-800-225-3375 Monday – Friday
7 a.m. – 9 p.m. EST**

**Choose the following numbers,
when prompted, to access the
information you need.**

**Aetna Navigator™, Prompt 1
(Our member website)**

1. Assistance with registration
2. Assistance with password, user name or other website or technical assistance

Producer World®, Prompt 3

1. Assistance with password or user name
2. Assistance with registration
3. Access assistance
4. All other website or technical assistance

EMPLOYER SERVICES

1-888-422-2128

Billing

For premium remittance and lockbox information, see customer bill or please contact the Employer Services toll-free number above for more information.

Enrollment

**For enrollment additions, changes,
terms:**

1-866-780-1914 (fax)

SoutheastEnrollment@aetna.com

or mail to:

Aetna Plan Sponsor Services
P.O. Box 44129
Jacksonville, FL 32231

Contact Information

For Members



MEMBER SERVICES — FOR BENEFIT QUESTIONS OR CLAIMS INQUIRIES

Medical

For Aetna HMO or QPOS® Plans
1-888-702-3862

Aetna
P.O. Box 14079
Lexington, KY 40512-4079

For Aetna PPO, Consumer-Directed Health or Aetna Indemnity Plans
1-888-802-3862

Prompt 1

Aetna
P.O. Box 981204
El Paso, TX 79998-1204

Dental

1-877-238-6200
Prompt 1 (Dental Plan Member)
Prompt 2 (Dental Care Provider)

Aetna
P.O. Box 14094
Lexington, KY 40512-4094

Life

1-800-523-5065

Aetna Life Insurance
P.O. Box 14548
Lexington, KY 40512-4548

Disability

1-888-584-2981

Aetna Life Insurance
P.O. Box 14552
Lexington, KY 40512-4552

Pharmacy

1-800-AETNA RX (1-800-238-6279)
Prompt 2 (Member or Calling on Behalf of a Member)

Aetna Pharmacy Management
P.O. Box 398106
Minneapolis, MN 55439-8106

Mail-Order Drug

1-866-612-3862

Ordering Address
Aetna Rx Home Delivery
P.O. Box 417019
Kansas City, MO 64179-9892

To track and order Rx refills:
www.aetnarxhomedelivery.com

OTHER PROGRAMS

Vision One® Discount Program
1-800-793-8616
Call for closest eye care provider

Informed Health® Line
1-800-556-1555
24-Hour Nurse Help Line

Aetna Behavioral Health
1-800-424-5679

Alternative Health Care Programs, Fitness Program, DocFind® (online provider directory), Member Website and Other Information
www.aetna.com

Visit your personal self-service member website online
Your secure Aetna Navigator™ member website is available 24 hours a day, 7 days a week. Use it to perform common transactions involving your Aetna medical, dental, prescription drug or flexible spending account (FSA) plans. You can send a secure e-mail to Aetna Member Services, access claims, who's covered, and general health information as well as decision-support tools. Log in to the Aetna Navigator site at www.aetna.com.

Aetna is the brand name used for products and services provided by one or more of the Aetna group of subsidiary companies. The Aetna companies that offer, underwrite or administer benefit coverage include Aetna Health Inc., Aetna Dental Inc., Aetna Life Insurance Company and Corporate Health Insurance Company.

Vision One is a registered trademark of Cole Vision Corporation.

While only your doctor can diagnose, prescribe or give medical advice, the Informed Health nurses can provide information on more than 5,000 health topics. Contact your doctor first with any questions or concerns regarding your health care needs.